



JENNIFER KENT
DIRECTOR

State of California—Health and Human Services Agency
Department of Health Care Services



EDMUND G. BROWN JR.
GOVERNOR

DATE: April 10, 2015

PPL 15-008

TO: Local Governmental Agency (LGA) Coordinators participating in the County-Based Medi-Cal Administrative Activities (CMAA) and/or Targeted Case Management (TCM) Program

SUBJECT: **CMAA/TCM Time Survey Training Requirements for the CMAA and/or TCM Programs**

The purpose of this Policy and Procedure Letter (PPL) is to clarify the Department of Health Care Services' (DHCS) CMAA/TCM Time Survey 'Train the Trainers' training requirements. It has come to our attention that there has been some confusion regarding the tracking of training attendance and acceptable versus unacceptable training alternatives to the DHCS sanctioned training. This PPL will address the most common questions we have received regarding the DHCS' training requirements.

Mandatory Training

Participation in the CMAA/TCM program requires all participants to attend and complete the DHCS CMAA/TCM Time Survey Training. The CMAA/TCM Time Survey Methodology Manual, Section (B)(7)(E)(1) (page 36), the DHCS CMAA/TCM Time Survey 'Train the Trainers' training states:

“All Worker Log Time Survey participants must be properly trained prior to participating in the Worker Log Time Survey process. Since the LGA MAA/TCM coordinator, or an authorized alternate¹, is responsible for training the Worker Log Time Survey participants, attendance to the DHCS 'Train the Trainer' presentation is mandatory for all participating LGA MAA/TCM coordinators or their authorized alternates.”

If an LGA fails to comply with this requirement, it will result in the denial of CMAA/TCM program participation for the following state fiscal year.

¹ Authorized alternates are defined as the alternate(s) listed on the LGA MAA/TCM Coordinator Change of Information Form, which is filled out and submitted by the LGA Coordinator to DHCS. (To update this information, complete and submit the LGA MAA/TCM Coordinator Change of Information Form to your CMAA or TCM Analyst.)

Training Attendance

DHCS monitors both the attendance and length of attendance of each LGA enrolled in the DHCS CMAA/TCM Time Survey 'Train the Trainers' training.

It is mandatory for the LGA Coordinators, or their authorized alternates, to attend the entire DHCS CMAA/TCM Time Survey 'Train the Trainers' training. DHCS tracks both the attendance and length of the attendance of the LGA CMAA/TCM Coordinator, or the authorized alternate. In the case of webinar based trainings, if the length of time that the LGA Coordinators, or their authorized alternates, logged into the webinar is less than the length of the actual webinar, then that attendance will not be valid towards fulfilling the training requirements.

If it is determined that the LGA is noncompliant with these requirements, the LGA will be unable to participate in the CMAA/TCM programs for next state fiscal year.

Unacceptable Training Sources

LGA CMAA/TCM Coordinators, or their authorized alternates, must undergo the official CMAA/TCM Time Survey Methodology training from DHCS. Solely attending Time Survey training provided by vendors or other sources outside of official DHCS training is not sufficient to meet requirements for participating in the CMAA/TCM program.

According to the CMAA/TCM Time Survey Methodology, Section (B)(7)(E)(1) (page 36):

The training is formatted as a 'Train the Trainers' presentation; wherein, DHCS presents the Worker Log Time Survey Training to the LGA MAA/TCM Coordinators and the LGA MAA/TCM Coordinators then present the training to the LGA MAA/TCM budget units and their participants. DHCS typically conducts the 'Train the Trainers' presentation well before the beginning of each new fiscal year to ensure that the LGA MAA/TCM Coordinators have time to present the training to the LGA MAA/TCM budget units and their participants prior to the beginning of each new fiscal year.

Only the DHCS provided Time Survey training is acceptable. Training provided to the LGA staff, their budget units, and/or their participants by a vendor or any personnel outside of DHCS does not meet the training requirements for the CMAA/TCM program. LGAs that participate solely in training provided by an unacceptable training source will not be allowed to participate in the CMAA/TCM programs.

DHCS Approved Alternate Training Options

According to the CMAA/TCM Time Survey Methodology, Section (B)(7)(E)(1) (page 36):

LGAs that do not have a LGA MAA/TCM Coordinator, or an authorized alternate, to attend the annual 'Train the Trainers' presentation must complete a DHCS approved training alternative before the LGA will be allowed to participate in the Worker Log Time Survey process for that fiscal year.

If the LGA CMAA/TCM Coordinator, or the authorized alternate, are unable to attend the DHCS' CMAA/TCM Time Survey 'Train the Trainers' training, the LGA must notify DHCS within two weeks of the DHCS issued training dates. At that time, DHCS will determine alternative training options for the LGA. **Note: It is the LGA's responsibility to request any accommodations from DHCS for the 'Train the Trainers' training. If the LGA fails to attend the training every state fiscal year by July 1, the LGA will not be allowed to participate in the CMAA and/or TCM Programs for that following fiscal year.**

If you have any questions regarding this PPL, email the TCM program at dhcs-tcm@dhcs.ca.gov.

Sincerely,

ORIGINAL SIGNED BY MICHELLE KRISTOFF

Michelle Kristoff, Chief
Medi-Cal Administrative Claiming Section

Enclosures